



AHCCCS today is a publication of the Arizona Health Care Cost Containment System Public Information Office.

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New Chief Medical Officer draws on medical, legal experience

Dr. Marc L. Leib, an anesthesiologist and attorney with extensive background in health care policy, joined AHCCCS July 6 as its new Chief Medical Officer.

Leib graduated from the University of Arizona College of Medicine in 1978 and from the College of Law in 2001.

The Tucson native worked as an anesthesiologist in southern Arizona before receiving his law degree.

Most recently, Leib worked for a large, multi-national law firm in Washington, D.C., focusing on health care issues.



Dr. Marc L. Leib

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'Healthy' project takes applications online

The Health-e-Arizona project is as its name sounds: healthy. And growing.

Health-e-Arizona is a web-based application system that allows state-and-federally funded health clinics and some hospitals around the state to help potential AHCCCS members apply for services. Preliminary eligibility determination takes just seconds and information can flow between AHCCCS and the Department of Economic Security with the click of a mouse.

Here's how it works:

A potential member, with the help of trained staff at a participating health clinic or hospital, enters eligibility information into the Health-e-Arizona software. Verification documents (i.e. bank statements, birth certificates) are faxed and copies are entered into the system. Applicants' signatures are electronically scanned. Everything is stored electronically with no paperwork involved.

Health-e-Arizona, page 3

News

New behavioral health manager

Eddy Broadway will join AHCCCS Sept. 13 as the Behavioral Health Manager within the Division of Health Care Management.

Eddy has more than 14 years of experience in the behavioral health field, including in-patient settings and the Regional Behavioral Health Authority. He was most recently with the Arizona Department of Health Services Division of Behavioral Health.

Resource manual to include AHCCCS programs

The AHCCCS Public Information Office is lending a hand to the Children's Action Alliance in revising its 2004 Community Health Resource Manual.

The manual will be available within the next few months and will contain community information on health care for uninsured Arizonans, including sections on AHCCCS programs.

To order a copy of the manual or for more information, contact the CAA at (602) 266-0707.

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News

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AHCCCS Medical Director leaves for HealthNet

AHCCCS Medical Director Dr. Debra Brown is leaving AHCCCS for HealthNet of Arizona, where she will be its medical director. Her last day is Aug. 11.

"While I've very sad to be leaving such a great organization and all the fabulous people who work here, I'm excited about my new adventure," Brown said.

HealthNet of Arizona is a commercial health plan that covers both commercial and Medicare members.

AHCCCS staff "stuff" bus for kids in need

AHCCCS employees donated one good-sized box and four grocery bags full of school supplies for Gov. Janet Napolitano's "Stuff the Bus" campaign, which collected school supplies for disadvantaged kids around the state.

On July 13, AHCCCS employees Michelle Dillon and Elizabeth Olson joined Gov. Napolitano, local school children and other state employees from a number of agencies for a press conference. The Governor, children and employees carried the pencils, crayons, paper and other supplies onto a school bus outside the Executive Tower building in Phoenix.

Former agency director working for Maricopa Integrate Health System

Phyllis Biedess, director of AHCCCS from 1999-2003, has been hired to run the Maricopa Integrate Health System's two health plans. She will be responsible for correcting problems and preparing the plans for a smooth transition to the new health authority.

Employee Profile

Name: Jimmy Borders

Employee since:
February 2004

Hometown: Newport News, Virginia

Job title, duties:
Pharmacy Program Assistant; Assist Pharmacy Program Administrator Del Swan with all pharmacy-related issues involving AHCCCS, our various managed care plans and especially our members.



Favorite part of job: The satisfaction I feel when I see the result of not only my own but everyone's hard work on any given project. Often this is reflected in the form of cost containment for AHCCCS, but for the most part it is shown with an improved workflow and communication on that issue.

Best advice ever received: Shut up and work out! Brag or complain after you're done. My personal trainer told me this when I started working out with him in January 2003 at 325 pounds and now one-and-a-half years later and 80 pounds lighter, I continue to my goal of 225 pounds with this in mind, and also approach pretty much everything else I do with this attitude.

Work philosophy: Don't start it unless you're DEAD serious! I will not start any project unless I am prepared to give it 100 percent of my attention and 100 percent of my time throughout. I always try to finish the current project before taking on new or different one thus avoiding putting anything on the "back-burner". If you approach any project(s) and your eyes are bigger than your stomach, you are left wasting a plate full of food.

Hobbies: Playing with my seven-year old daughter, watching/following "America's Team - Dallas Cowboys", lifting weights, mountain biking, jogging, movies, skydiving, Bungee jumping, target practice with my Glock 40 caliber and working my part time "event security" job at America West Arena, Bank One Ballpark and the Dodge Theatre.

Pet peeve: People who say one thing and do the exact opposite...

Last book read: Art of War, by Sun Tzu.

Favorite food: ANYTHING SEAFOOD...I grew up by the Atlantic Ocean!

Health-e-Arizona speeds processing time for applicants

Health-e-Arizona, from page 1

If the applicant is ineligible for one program, the information can be sent to another agency with the above-mentioned click of the mouse.

This high-tech software has increased collaboration between the two agencies and speeded up the application process for many Arizonans looking for health care, according to Linda Skinner, deputy director for AHCCCS' Division of Member Services and a lead in the Health-e-Arizona project.

"It makes everything transparent between us and DES. Agencies send application information back and forth and as we roll out (Health-e-Arizona) to more places, we'll see a lot more activity," she said.

Initially launched in June 2002 as a pilot program in Pima County through El Rio Health Center, Health-e-Arizona is now available in about 30 clinics, University Medical Center and St. Mary's Hospital in Tucson.

The project is a partnership between AHCCCS, DES and the Community Collaborative Ventures, Inc.

The software used was originally developed by Deloitte Consulting for the non-profit California HealthCare Foundation and later implemented by the state of California. El Rio contracted with Deloitte to tailor the soft-

ware for Arizona.

And what a difference it makes, according to Skinner.

As of this May, more than 1,900 applications were submitted

using Health-e-Arizona – that's an average of 66 applications a day, according to project statistics. Sixty percent of those were approved by AHCCCS and DES.

There is less duplication of applications by the agencies, less paperwork and less worker time involved in inputting information.



Application processing time is faster and those involved in the project see the streamlining as a positive factor in increasing applicant satisfaction.

Plans are to include more hospitals in the near future. The Arizona Small Business Association and the Regional Behavioral Health Authority are also in-line for Health-e-Arizona.

For more information on Health-e-Arizona, contact Skinner at (602) 417-4635.

'Arizona's home' for new AHCCCS Chief Medical Officer

Leib, from page 1

"I'm very glad to be back in Arizona and glad to be serving the community," he said. "Washington was a great place to learn health care policy, but I always planned on returning to Arizona. Arizona's home."

As the Chief Medical Officer, Leib will help develop the agency's medical policy and interact with health plans and contract providers.

Health care policy has been an interest of Leib's since serving as president of the Arizona Society of Anesthesiologists and the Arizona Medical Association in the mid-to-late 1990s. It was that interest that led him to law school.

Now, it's what leads him on a mission to help shape AHCCCS medical policy and to cultivate a strong relationship with agency partners: health plans, hospitals and doctors.

"I plan on being very active in meeting with (them) on a regular basis to help determine how to best serve our members while balancing the needs of our stakeholders," Leib said.



From ACCESS to AHCCCS: What's in a name?

*By Janette M. Quiroz, AHCCCS
Office of Legal Assistance*

The teller at the credit union, the customer service representative at the utility company, anyone out of state.

Most of these people usually have the same initial look of confusion when I say that I work at AHCCCS.

Because their look of confusion is usually accompanied with a polite smile (albeit, one usually reserved for those a bit "touched.") I decide I'll help them out. It's typically easiest to tell them "A, H, 3-Cs and an S."

Anyway, I too believed that the agency had a peculiar name, and at times wondered about its origin (never enough to actively pursue the subject, but still interested).

The answer was soon provided as I had occasion to review the agency's initial waiver request to the Centers for Medicare and Medicaid Services.

Contained within the waiver request was resumes of the original 11 employees hired in 1982 to assist the agency in becoming the first state Medicaid program modeled after a managed care system, instead of a fee-for-service program, as operated by every other state.

I now had a place to begin in my pursuit of the "Answer."

I had worked with a few of the original staff members, and knew that two had recently retired, but wondered if there weren't any who still remained with AHCCCS. I was informed that there was indeed a current employee from the beginning years.

Her name is Linda Mazon Gutierrez, who on March 1, 1982, held the position as Executive Staff Assistant to

Director, and who is now the Intergovernmental Coordinator in Tucson.

As Linda tells it, the story goes something like this...

The original name slated for the Program was ACCESS...meaning access to health care...but the legislature felt the letters should stand for something as in an acronym but was unable to get the letters to make it work.

So legislators and senate staffers came up with ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM - AHCCCS.

Many felt as if the name was perfect! It was felt by those involved that the name needed to sell the thought of the HMO concept, in that the managed care system would save money as opposed to traditional fee for service programs, and yet still gave the sound of "ACCESS."

The funny thing is that in the beginning we did not think they were going to change it so we had some brochures made using ACCESS. Later on we dropped using the formal name and just called it AHCCCS, according to Mazon Gutierrez.

"We were moving so fast back then that I was ready to call it anything because we only had a period of six months to get the program up and running," she said.

So, for anyone still confused by the acronym representing the Arizona Health Care Cost Containment System, the correct answer is: "A, H, 3-Cs and an S."





HealthCare Connect to Assist Maricopa County Residents with Health Care Needs



*By Terry McPeters,
HealthCare Connect*

You too can make a difference!

Join your colleagues in making sure no one is left behind when it comes to health care! Most uninsured residents will forego medical treatment until their condition is acute or it is too late to intervene.

HealthCare Connect is a comprehensive and coordinated

system of affordable health care for the uninsured, low-income residents of Maricopa County whose income levels are too high to qualify for the Arizona Health Care Cost Containment System (AHCCCS) yet neither they, nor their employer, can afford the high premiums of traditional health insurance coverage.

This program bridges the health care gap for people whose income levels are from 100 percent to 250 percent of the Federal Poverty Level. There are approximately 200,000 residents in Maricopa County that are currently uninsured, 84 percent of those adults work either all or part-time.

All potential enrollees will be screened for eligibility in any of the public health programs through a web-based screening tool, Health-e-Arizona. Enrollees not eligible for public programs would be enrolled into HealthCare Connect if the enrollee meets the eligibility requirements.

To be eligible an enrollee must be a resident of Maricopa County, must not be eligible for any public or employer sponsored health care coverage and their income level must be between 100 percent and 250 percent of the Federal Poverty Level.

There are no age restrictions and no exclusions for pre-existing conditions.

At the time of enrollment, members will be required to select a medical home (Primary Care Provider) who will oversee and coordinate that member's total health care needs.

HealthCare Connect will provide a network of community minded specialty care physicians, hospitals and other health care providers the Primary Care Provider can refer to who will provide services to HealthCare Connect members at discounted rates.

As a participating provider with HealthCare Connect, you can reverse the trend of foregoing medical treatment until it is too late by helping the low-income, uninsured residents in your community receive the care they need, which ultimately helps the entire community.

It's a perfect opportunity for physicians and hospitals to provide services greatly needed by this group, while still receiving compensation.

Act now and join your colleagues in participating in this revolutionary new program to make sure no one is left behind when it comes to health care.

Contact HealthCare Connect at (602) 288-7558.

